

MAIL STOP AF

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In the application of : Tony McCORMACK
Serial No. : 10/828,697
Filed : April 21, 2004
For : Management of Contacts in a Network of
Contact Centers
Examiner : Susan F RAYYAN
Art Unit : 2167
Customer number : 23644

RESPONSE TO FINAL OFFICE ACTION MAILED MARCH 22, 2007

Honorable Director of Patents and Trademarks
PO Box 1450
Alexandria, VA 22313-1450

Dear Sir,

In response to the final Office Action mailed March 22, 2007, applicant makes
the following submission:

*Entered per RCE 7/12/07
KMF
7/17/07*